

# How do I look up the reason something was blocked?

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Gaggle Administrators and Emergency Contacts both have the opportunity to see the reason student content was blocked once they receive notifications from Gaggle's Safety Representatives.

Gaggle Administrators can find the reason email messages were blocked by reviewing the items in the students' archived folders.

1. Log in to your Gaggle account at <https://apps.gaggle.net>.
2. Select the Admin tab, located at the top of the interface.
3. Search for the user by name in the top toolbar and select the user from the search results.
4. After selecting the user, Basic Settings are displayed. In the top toolbar select the View Mail icon to see the user's mail folders.
5. Select the Archived folder in the left panel to locate messages that have been blocked.
6. After selecting a message, choose View Headers under the More drop-down in the top toolbar.

For Emergency Contacts, log in to the email account where you receive Gaggle notifications for Questionable Content (QCON) and Possible Student Situations (PSS). All of the details pertaining to the blocked student items will be located in your mail folders.

No labels